

BlackBerry Re-Activation Procedures

Important note: Part of re-activating your BlackBerry will require completely wiping the device. All personal settings, music and photos will be erased. It is highly recommended that you email the photos you want to keep to yourself prior to re-activation.

Required User Actions (To be completed Monday, 17 December 2012 NLT 0900)

1. Perform a Security Wipe of your BlackBerry
Enter the wrong device unlock password 5 times.
You'll be prompted to enter the word blackberry a couple of times. Enter it and then continue to enter the wrong password again up-to 5 times. This will cause your Blackberry to automatically perform a security wipe of the device.
The wipe process can take between 15-60 minutes depending on the device model.
2. Your BlackBerry will reboot and enter the factory setup screen. You may either close the tutorial or walk through it to the end.
3. Access the Enterprise Activation screen (Only perform one method from below)
METHOD 1: For any device up to version 5.x:
From the Home Screen:
Options (Looks like a wrench)
Advanced Options
Enterprise Activation

METHOD 2: For any device 6.x and above:
From the Home Screen
Options (looks like a wrench)
Device
Advanced System Settings
Enterprise Activation
4. Enter your new @mail.mil address in the Email: field
5. Enter the following password (all lower case): [See message sent to your Blackberry]
6. Ignore any field asking for a server name (this only shows on certain models)
7. Click the menu button on your device and select ACTIVATE. You will be asked to delete all data from the BlackBerry smartphone by performing a security wipe of the device. Again, all photos, music and personal settings will be erased.
8. From this point the enterprise activation process is designed to continue without any further input from you. This process can take between 30-60 minutes depending on coverage and the amount of data in your new mailbox.

Once this process has finished your device will be ready for use.